

JOB VACANCY ANNOUNCEMENT

Texas Veterans Commission

1700 North Congress, Suite 800

Austin, Texas 78701

(512) 463-1295

FAX (512) 463-2847

Veteran Service Representative (Claims)

Job Posting Number:	16-46	Monthly Salary:	\$3,000.00
WIT Posting Number	3374482		
State Classification:	Veteran Service Representative I	Class No., Group:	5104, B13
Location:	Texas Veterans Commission Houston Regional Office 6900 Almeda Road Houston, TX 77030	FLSA Status:	Nonexempt
Work Week:	Monday-Friday, 40 hours/week	Travel:	10%
Posting Date:	02/18/2016	Closing Date:	02/28/2016
Job Summary:	Performs routine (entry-level) work involving counseling and claims work. Must perform work as a claims technician assisting veterans and their dependents, Veterans County Service Officers and employees of the Commission. Works under close supervision with limited latitude for the use of initiative and independent judgement.		
Minimum Education:	Bachelor's degree from an accredited four year college or university with major course work in social work, business management, political science or a related field. Experience may be substituted for education on a year by year basis.		
Experience:	One year of experience gathering, reviewing, and processing applications, documents, and other information.		
Job Duties:	<ul style="list-style-type: none">• Interviews veterans and other eligible family members to record and assess benefits information to determine client needs.• Prepares and files claims and supporting evidence for successful adjudication.• Counsels and assists veterans and other eligible family members in obtaining benefits, rights, entitlements and other supportive services.• Consults with medical and legal staff in the development of pertinent evidence to support claims.• Performs case management services and maintains client files.• May prepare and submit written briefs.• May represent the agency at public information programs, conduct briefings and/or presentations on veterans' benefits.• Travel may be required for work-related functions.• Work hours other than 8-5 may be required.• Performs related work as assigned.		
Knowledge, Skills and Abilities:	<ul style="list-style-type: none">• Must have the ability to understand and apply Department of Veterans Affairs rules and regulations when reviewing VA documents and veterans claim folders.• Skill in operating a personal computer with word processing, database and spreadsheet software.• Ability to interpret laws, rules, and regulations applicable to the processing of veterans' claims.• Ability to communicate effectively both orally and in writing.• Ability to provide exceptional customer service to our clients.• Ability to accurately review and evaluate documents for completeness and acceptability based on agency statutes, rules or procedures.• Ability to analyze and solve problems.• Ability to adapt successfully and quickly to change and deliver quality results in a timely manner.• Ability to successfully function as a team member and work effectively with team leaders, managers and co-workers.• Ability to review documents for accuracy and completeness.		
Preferred Qualifications:	<ul style="list-style-type: none">• Honorably discharged veteran, or a current member of the Reserves or National Guard, with a minimum of four years of service.• Experience in veterans' benefits counseling.• Experience filing benefit claims with the Department of Veteran Affairs.		

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Additional Requirements:

A valid Texas Driver's License is required.

Environmental & Physical Conditions:

Normal office work environment, mostly sedentary in nature. May involve walking; standing; remaining stationary for long periods of time; pulling and pushing; kneeling, stooping and bending; and safely lifting and carrying items weighing up to 30 pounds. Work involves extensive telephone usage and repetitive hand/wrist/finger motions while using the computer.

Military Crosswalk information:

From the SAO website.

http://www.hr.sao.state.tx.us/Compensation/MilitaryCrosswalk/MOSC_SocialServices.pdf

To Apply:

Mailed applications will be accepted to the Texas Veterans Commission, Attn: Cindy Romeo, Staff Services Officer, 6900 Almeda Road., Houston, Texas 77030. Applications must be postmarked by the closing date in order to be considered for this posting;

-OR-

Submit a complete (no blanks) State of Texas Employment Application to: human.resources@tvc.texas.gov

-OR-

Through <https://wit/twc.state.tx.us>

Resumes will not be accepted in lieu of the State of Texas application.

Applications may be requested from the Texas Veterans Commission, 1700 N. Congress, Suite 800, Austin, TX 78711 at (512) 463-6564 or downloaded from the Texas Workforce Commission website.

This position has been approved for VA educational benefits. Qualifying veterans, reservists and dependents eligible under the Montgomery GI Bill may receive monthly VA educational benefits during their 18 months of on-the-job training.

In order to receive Veterans' preference, a copy of Form DD#214 member # 4, must be submitted with the State of Texas Application.

This position has been designated as a security sensitive position. A criminal background investigation will be conducted on the final candidate for this position.

Contact:

Human Resources 512-463-6564



AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

The Texas Veterans Commission does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in employment or the provision of services.

The Texas Veterans Commission is committed to hiring Veterans and is proud to employ the highest percentage of Veterans among all state agencies.

Please call Human Resources at (512) 463-6564 with questions or for additional information.

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